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Federal Communications Commission
Office of the Secretary

Gentlemen:

Please reference CC Docket Nos. 96-45 and 97-21.

My contact information is as follows:

Mike Mills
Vice President
e-Rate Consulting/EdServ, LLC
103 Weatherstone Drive, Suite 720
Woodstock, Georgia 30188
770-592-4698, x120 = voice
770-592-4693 = fax
mmills@erateconsulting.com

I am sending this appeal on behalf of Norstan Communications, Inc., Service Provider Identification Number 143007606. On 05/29/03, USAC denied an implementation extension request filed regarding the following:

Billed Entity Number: 98840
471 Application Number: 232888
Funding Request Number: 555409
Service Delivery Deadline Extension Request: February 19, 2003

I have attached the following documents to substantiate my request for a higher appeal:

1. Current Instructions for Completing USAC Form 500
2. Current Service Delivery Deadlines and Extension Requests from SLD Reference Area
3. Administrator's Decision on Implementation Extension Request dated 05/29/03
4. Text of Appeal History prepared by Norstan on June 30, 2003
5. Deadline Exception Request dated February 19, 2003
5. Copies of Form 486 and Form 500 Notification Letters

To briefly summarize request for FCC review:

I am asking that the FCC consider that there is no mention of Service Delivery Deadlines and Extension Requests in Instructions for Completing Form 500. The financial impact of not knowing about the September 30 deadline for documentation of service implementation delays can be devastating to service providers and schools alike. While applicants, service providers,

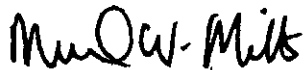
and even SLD Client Service Bureau personnel may be focused on relaying complete information regarding Forms 500, it is all too easy to overlook Service Delivery Deadlines and Extension Requests in the SLD Reference Area. In this particular case, Norstan installed extensive underground fiber optic cabling which has not been paid for, but cannot be removed.

Conversely, there is no reference to Forms 500 in the Service Delivery Deadlines and Extension Requests instructions. From there, users are guided to Form 486 Deadlines and Invoicing Deadlines and Extension Requests, neither of which reference Forms 500. There is no path or link provided that ensures precise understanding of all steps required.

There are deadline warnings or references published in multiple areas of the USAC's website for Forms 470, Forms 471, Forms 486. Such warnings or references included in Instructions for Completing Form 500 would have prevented the applicant and Norstan Communications, Inc. from missing the September 30 service delivery deadline.

Please review the historical information provided in Norstan's Appeal dated June 30, 2003 and overturn the Denial of Implementation Extension Request.

Regards,

A handwritten signature in black ink, appearing to read "M. Q. Mills".

Attachments



NORSTAN
ACCOUNTING / FINANCE,
FINANCIAL REPORTING, and TREASURY DEPT.
MINNETONKA, MN
952- 352-4044

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